



A Decade of Advancing Patient-Centered Care:  
**The 10th National CAHPS® User Group Meeting**




# CAHPS User Network

Nancy Gay  
Westat




## CAHPS User Network



- **Principal source of:**
  - CAHPS survey products
  - Information about CAHPS-related products and services
  - Technical assistance for survey users
  - Networking opportunities for users and researchers
- **Funded by the U.S. Agency for Healthcare Research and Quality (AHRQ)**
- **Administered by Westat**

2



## CAHPS User Network



Through the CAHPS User Network, users of CAHPS survey products and results have access to:

- Free CAHPS Survey & Reporting Kits
- Current information about CAHPS products
- Free resources to support survey implementation, public reporting, and use of CAHPS surveys to improve quality
- Educational conferences and webcasts
- One-on-one technical assistance

3



## CAHPS Website: <https://www.cahps.ahrq.gov>



United States Department of Health & Human Services  
AHRQ Agency for Healthcare Research and Quality  
Advancing Excellence in Health Care www.ahrq.gov

CAHPS Home  
Overview  
CAHPS Program  
CAHPS Products  
Users of CAHPS  
The CAHPS User Network  
Published Articles

Survey Products  
Ambulatory Care Surveys  
Facility Surveys

CAHPS Database  
About the CAHPS Database  
Health Plan Survey Component  
Hospital Survey Component  
CAHPS Database News  
Contact CAHPS Database

User Resources  
All Resources  
Reporting Resources  
Project Implementation Resources  
Translation Resources

CAHPS Community  
Project Profiles  
Report Card  
Championbase  
Related Links

CAHPS Surveys and Tools  
To Advance Patient-Centered Care

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) program is a public-private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care.

Health care organizations, public and private purchasers, consumers, and researchers use CAHPS results to:

- Assess the patient-centeredness of care;
- Compare and report on performance; and
- Improve quality of care.

To learn more, go to [CAHPS Overview](#).

National CAHPS Benchmarking Database

The CAHPS Database is the national repository for data from CAHPS surveys. It includes 8 years of data from the Health Plan Survey as well as the first submissions of data from the new Hospital Survey.

- NEW: Information on 2006 [Health Plan Survey data submission](#)
- 2005 [Health Plan Survey Chartbook](#) (PDF, 396 KB, PDF Help)
- Current issue of [CAHPS Database News](#) (PDF, 579 KB, PDF Help)

The CAHPS Connection

The CAHPS Connection is an occasional bulletin designed to keep members of the CAHPS User Network informed about CAHPS products and services. Go to the [CAHPS Connection Archives](#).

CAHPS Events

Register Now: CAHPS User Group Meeting - March 29-31, 2006 - Baltimore, Maryland

September 2005 Webcast: CAHPS in the States: Collaboration and Innovation to Maximize Public Resources

April 2005 Webcast: Improving Patient Care: How Medical Practices Are Using New CAHPS Surveys for Ambulatory Settings

Other Events: Schedule and Materials

CAHPS News

February 2006: AHRQ Releases 2005 National Healthcare Quality and Outcomes Reports

February 2006: New Research Highlights Feasibility of Measuring Patients' Experiences with

4



## CAHPS Educational Events



- **User Group Meetings**
- **Webcasts:**
  - *CAHPS in the States: Collaboration and Innovation To Maximize Public Resources (September, 2005)*
  - *Improving Patient Care: How Medical Practices are Using New CAHPS Surveys for Ambulatory Settings (April, 2005)*
  - *Updating CAHPS: Consumer Surveys for Doctors, Groups, and Health Plans (June, 2004)*

5



## Communication with CAHPS Community



### The CAHPS Connection

- An occasional bulletin designed to keep members of the CAHPS User Network informed about CAHPS products and services
- Available on the CAHPS Web site
- Email announcements of new issues

### CAHPS User Network Consumer Survey

- Web-based survey of CAHPS users to evaluate the services provided by the CAHPS User Network
- Conducted in January, 2006

6



## CAHPS Help Line



Free, one-on-one technical assistance for a wide range of topics, including:

- Current status and availability of CAHPS surveys and resources
- Challenges associated with consumer surveys (budgeting, collecting enough responses, etc.)
- Translation guidelines
- Specific composite measures and item sets (e.g., items for children with chronic conditions)
- Statistical programs provided for analysis of survey result
- Assistance with the Web Site (locating documents, problems with downloads, etc.)

Email: [cahps1@ahrq.gov](mailto:cahps1@ahrq.gov)

Phone: 800-492-9261

7

